EL Mehdi EL Khalladi

IT Helpdesk

**Contact**

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**Summary**

Trilingual (English, French and Arabic), dedicated and customer-oriented IT professional with 9+ years of experience, Adept and knowledgeable at installing and maintaining hardware, software and networking updates. Possess excellent problem-solving skills and the ability to communicate technical information to non-technical users. Proven ability to manage multiple priorities and work under pressure to meet deadlines.

**Work History**

**IT Support Manager**

Aerotechnic industries, Nouaceur Morocco

February 2016 – February 2023

* **Provided technical support for 250+ users, maintain and support systems, workstations, mobile devices, printers and peripherals; respond to user service requests; and resolve trouble tickets.**
* Successfully Implemented an internal helpdesk system to centralize and track requests and provide technical support to 250+ users **to consistently meet 95%+ of service level agreement** (SLAs).
* Oversaw and coordinated IT requests and workload to ensure smooth running of daily operations in accordance with the SLA’s.
* Managed network and system performance, conducting troubleshooting, security patching, and hardware/software maintenance **to ensure an uptime of 99.9%.**
* Conducted regular system backups and disaster recovery testing.
* Managed business applications (ERP's -User accounts - Licenses -...).
* Managed IT projects in compliance with cost, time and technology objectives.
* Assisted in development of long-term strategies, established annual investment and operating budget to grow department and resources, **Cutting expenses by over 15%.**

**Developer Programmer**

Netfective Technology, Casablanca Morocco

August 2014 – February 2016

* Developed and maintained applications following specifications provided.
* Translated customer requirements into written use cases.
* Participated in software testing to verify functionalities of developed applications.
* Documented technical workflows and knowledge to educate newly hired employees.

**OpenERP Functional Consultant**

Benson consulting, Temara Morocco

February 2014 – August 2014

* Professionally interacted with clients to assess business requirements and determine software needs.
* Communicated and explained business requirements to team members to understand and implement functional demands.
* Translated customer requirements into written use cases.
* Manages project implementation and follow up

**Education**

**IT Engineer: Management Information Systems**

Ecole Mohammadia des ingénieurs

September 2008 – August 2013

**Certifications**

**August 2022 – ITIL Foundation V4**

**Skills**

**Professional:**

* Project Management,
* Budgeting.
* Advanced problem solving.
* Active listening.
* Building relationships.

**Technical:**

* Operating systems: Windows 7/10.
* Networking: TCP/IP, DNS, DHCP, VPN, LAN/WAN, Wi-Fi.
* Microsoft Office Suite: Word, Excel, PowerPoint, Outlook.
* Helpdesk ticketing systems: EyesOfNetwork (GLPI, OCS Inventory).
* Remote support tools: TeamViewer, Anydesk.
* ERP administration: SAGE X3, AMS, Kelio HR

**Languages**

**Arabic** – Excellent

**French** – Excellent

**English** – Very Good

**Interests**

* Gaming
* Travelling

References: Available upon request